

Enterprise Incident Report November 2012

As of 12/4/2012

Board of Pardons and Parole

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	FCR Total	
Board of Pardons and Parole	Help Desk	Vicky Marrelli	1 1	1 1	
		Assigned to Individual Total	1 1	1 1	
		Metro C Desktop Support	Tammy Black	3 1	3 1
	Assigned to Individual Total	3 1	3 1		
		Metro C Help Desk	Reed Stohel	1 1	1 1
		Ross Owen	2 2	2 2	
	Assigned to Individual Total	3 3	3 3		
		Voice Operations	Romanza Hamblin Sorensen	1 0	1 0
		Assigned to Individual Total	1 0	1 0	
	Assigned Group Total		8 5	8 5	
	Customer Company Total		8 5	8 5	

Enterprise Incident Report November 2012

As of 12/4/2012

Board of Pardons and Parole

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response	
			Low	MIR Total
Board of Pardons and Parole	Help Desk	Vicky Marrelli	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro C Desktop Support	Tammy Black	3 1	3 1
		Assigned to Individual Total	3 1	3 1
	Metro C Help Desk	Reed Stohel	1 0	1 0
		Ross Owen	2 0	2 0
		Assigned to Individual Total	3 0	3 0
	Voice Operations	Romanza Hamblin Sorensen	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Assigned Group Total		8 1	8 1
Customer Company Total			8 1	8 1

Enterprise Incident Report November 2012

As of 12/4/2012

Board of Pardons and Parole

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Board of Pardons and Parole	Help Desk	Vicky Marrelli	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Metro C Desktop Support	Tammy Black	3 0.39	3 0.39
		Assigned to Individual Total	3 0.39	3 0.39
	Metro C Help Desk	Reed Stohel	1 0.00	1 0.00
		Ross Owen	2 0.00	2 0.00
		Assigned to Individual Total	3 0.00	3 0.00
	Voice Operations	Romanza Hamblin Sorensen	1 0.13	1 0.13
		Assigned to Individual Total	1 0.13	1 0.13
	Assigned Group Total		8 0.16	8 0.16
Customer Company Total			8 0.16	8 0.16

Enterprise Incident Report November 2012

As of 12/4/2012

Board of Pardons and Parole

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Board of Pardons and Parole	Help Desk	Vicky Marrelli	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro C Desktop Support	Tammy Black	3 0	3 0
		Assigned to Individual Total	3 0	3 0
	Metro C Help Desk	Reed Stohel	1 0	1 0
		Ross Owen	2 0	2 0
		Assigned to Individual Total	3 0	3 0
	Voice Operations	Romanza Hamblin Sorensen	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Assigned Group Total		8 0	8 0
Customer Company Total			8 0	8 0

Enterprise Incident Report November 2012

As of 12/4/2012

Board of Pardons and Parole

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Board of Pardons and Parole	Help Desk	Vicky Marrelli	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Metro C Desktop Support	Tammy Black	3 0.61	3 0.61
		Assigned to Individual Total	3 0.61	3 0.61
	Metro C Help Desk	Reed Stohel	1 0.00	1 0.00
		Ross Owen	2 0.00	2 0.00
		Assigned to Individual Total	3 0.00	3 0.00
	Voice Operations	Romanza Hamblin Sorensen	1 0.13	1 0.13
		Assigned to Individual Total	1 0.13	1 0.13
	Assigned Group Total		8 0.24	8 0.24
Customer Company Total			8 0.24	8 0.24

Enterprise Incident Report November 2012

As of 12/4/2012

Board of Pardons and Parole

Detail

INC000000601772	Wendy Rutherford	PC/Laptop	Performance	None		TIR Missed: No	0.15
	Metro C Desktop Support	Tammy Black	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.80
INC000000602056	Tatiana Karaivanova	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000602081	Tatiana Karaivanova	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000603981	Megan Flox-Lambert	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	1.03
	Metro C Desktop Support	Tammy Black	Board of Pardons and Parole	Low	Closed	TTR Missed: No	1.03
INC000000604406	Jim Hatch	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000606229	Tannath Freeman	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000608181	Melissa Stapley	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000610688	Claudette Froehle	Telecom	Dial Tone	None		TIR Missed: No	0.13
	Voice Operations	Romanza Hamblin Sorensen	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.13